

## METROPOLITAN POLICE DEPARTMENT

NOTICE OF FINAL RULEMAKING

The Chief of Police of the Metropolitan Police Department, pursuant to authority set forth in section 6 of the District of Columbia Hazardous Materials Transportation and Motor Carrier Safety Act of 1988 ("Act"), effective March 16, 1989 (D.C. Law 7-190; D.C. Official Code § 8-1405 (2001), and Mayor's Order 89-169, dated July 25, 1989, hereby gives notice of Final Rulemaking to amend Title 18 of the District of Columbia Municipal Regulations, Vehicle and Traffic.

A Notice of Proposed Rulemaking was published in the *D.C. Register* on June 22, 2007, at 54 DCR 6091. No comments were received and no changes have been made to the text of the proposed rules. Pursuant to Section 6 of the Act, a forty-five (45) day period of Council review expired without the Council approving or disapproving the proposed rules, in whole or in part, by resolution within this period, thus the proposed rules shall be deemed approved.

Chapter 14 of Title 18 District of Columbia Municipal Regulations is amended as follows:

A new subsection 1400.3 is added as follows:

- 1400.3      Any motor carrier as defined in §1401 shall permit auditors, accountants, law enforcement officers, examiners, and other authorized agents of the District of Columbia Government to examine vehicles, vehicle loads, terminals, buildings, equipment and other facilities, and examine and copy books, records, accounts, bills of lading, load sheets, manifests, correspondence, and other records of the motor carrier's operations relating to the transportation of property or passengers.

A new subsection 1400.4 is added as follows:

- 1400.4      All motor carriers as defined in § 1401 shall instruct their employees, drivers, and agents to cooperate with government employees conducting examinations pursuant to § 1400.3.

Subsection 1406.1 is amended to read as follows:

- 1406.1      Motor carriers and shippers shall be required to comply with all other federal regulations that are referenced in title 49 of the Code of Federal Regulations, Parts 171 through 180, and 382, 383, 385, 386, 387, 388, and 389 through 399 and the Federal Hazardous Materials Regulations Part 107 (subparts F and G only).

PUBLIC SERVICE COMMISSION OF THE DISTRICT OF COLUMBIA  
1333 H STREET, N.W., SUITE 200, WEST TOWER  
WASHINGTON, DC 20005

NOTICE OF FINAL RULEMAKING

FORMAL CASE NO. 982, IN THE MATTER OF THE INVESTIGATION OF  
POTOMAC ELECTRIC POWER COMPANY REGARDING INTERRUPTION  
TO ELECTRIC ENERGY SERVICE;

FORMAL CASE NO. 1002, IN THE MATTER OF THE JOINT APPLICATION  
OF PEPCO AND THE NEW RC, INC. FOR AUTHORIZATION AND  
APPROVAL OF MERGER TRANSACTION

1. The Public Service Commission of the District of Columbia ("Commission") hereby gives notice, pursuant to Section 2-505 of the District of Columbia Official Code,<sup>1</sup> of its final rulemaking action taken in the above-captioned proceedings.

2. On May 4, 2007, the Commission issued a Notice of Proposed Rulemaking ("NOPR"),<sup>2</sup> noticing its intent to adopt Chapter 36, Electricity Quality of Service Standards ("EQSS"), in Title 15 of the District of Columbia Municipal Regulations. The EQSS combine previous Commission-approved standards with newly proposed standards.<sup>3</sup> In addition, the EQSS incorporate the terms of Section 34-401 of the District of Columbia Official Code.<sup>4</sup> The EQSS serve to establish standards and requirements for ensuring that an electric utility and electricity suppliers operating in the District of Columbia meet an adequate level of quality and reliability in the electricity service provided to District of Columbia residents.

3. Following the NOPR comment period,<sup>5</sup> on July 27, 2007, the Commission

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<sup>1</sup> D. C. Official Code § 2-505 (2006 Repl.).

<sup>2</sup> 54 *D.C. Register* 4190-4204 (May 4, 2007).

<sup>3</sup> The EQSS combines for publication in the *D.C. Register* the previously Commission-approved "Service Outage and Restoration Performance Standards for Reports to the District of Columbia Public Service Commission" ("Reporting Standards") and the interim standards for customer service and system reliability – "Customer Service and Reliability Standards" ("CSRS"), as well as new electricity service quality standards discussed further herein.

<sup>4</sup> D.C. Official Code § 34-401, "Utilities to report accidents; Commission may investigate" (requiring public utilities to notify and report to both the Public Service Commission and the Office of the People's Counsel whenever there is an incident resulting in loss of human life, personal injury requiring hospitalization, or significant service interruption).

<sup>5</sup> On July 11, 2007, the Commission issued Order No. 14365, denying commentors' requests for an extension of time to submit comments and requests for public hearings concerning the NOPR. *See Formal*

published in the *D.C. Register* an amended Notice of Proposed Rulemaking (“Amended NOPR”), which superseded the initial NOPR. The Amended NOPR incorporated comments received on the initial NOPR, as found appropriate, and amended the proposal to include a new Section 3604 concerning billing error notifications. Comments and reply comments on the Amended NOPR were filed by the Office of the People’s Counsel of the District of Columbia (“OPC”) and the Potomac Electric Power Company (“PEPCO”).<sup>6</sup> A Notice of Final Rulemaking was published on September 28, 2007.<sup>7</sup>

4. The revisions proposed by PEPCO and OPC were incorporated into a modified EQSS, published on October 12, 2007.<sup>8</sup> On November 9, 2007, another EQSS NOPR was published, amending the modifications to the EQSS issued on October 12, 2007.<sup>9</sup> No party commented on the November 9, 2007 NOPR. Specifically, Sections 3600.1, 3600.2, 3601.2, 3601.3, 3601.4, 3601.6, 3601.8, 3601.9, 3601.10, 3601.11, 3601.12, 3602.6, 3602.7, 3602.12, 3602.13, 3602.21, 3602.22, 3603.6, 3603.8, 3603.9, 3603.16, 3603.17, 3604.1, 3604.2, 3604.4, 3604.5, 3605, and 3699.1, were modified, or added for clarity and consistency. The entire modified Chapter 36 rules are as follows:

#### CHAPTER 36                      ELECTRICITY QUALITY OF SERVICE STANDARDS

|       |                                                                                             |
|-------|---------------------------------------------------------------------------------------------|
| Secs. |                                                                                             |
| 3600  | Purpose and Applicability                                                                   |
| 3601  | Reporting Requirements for Service Outages, Manhole Incidents, and Power Quality Complaints |
| 3602  | Customer Service Standards                                                                  |
| 3603  | Reliability Standards                                                                       |
| 3604  | Billing Error Notification                                                                  |
| 3605  | Waiver                                                                                      |
| 3699  | Definitions                                                                                 |

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*Case No. 982, In the Matter of the Investigation of Potomac Electric Power Company Regarding Interruption to Electric Energy Service, and Formal Case No. 1002, In the Matter of the Joint Application of Pepco and The New RC, Inc. for Authorization and Approval of Merger Transaction (“F.C. 982 and F.C. 1002”), Order No. 14365, rel. July 11, 2007.*

<sup>6</sup> See *F.C. 982 and F.C. 1002*, Comments of the Potomac Electric Power Company in Response to Amended Notice of Proposed Rulemaking Electric Quality of Service Standards (filed August 27, 2007); see also *F.C. 982 and F.C. 1002*, Reply Comments of Potomac Electric Power Company in Response to Amended Notice of Proposed Rulemaking Electric Quality of Service Standards (filed September 10, 2007).

<sup>7</sup> See 54 *D.C. Register* 9376-9392 (September 28, 2007).

<sup>8</sup> See 54 *D.C. Register* 9833-9840 (October 12, 2007).

<sup>9</sup> See 54 *D.C. Register* 10806-10818 (November 9, 2007).

3600        **PURPOSE AND APPLICABILITY**

3600.1        The purpose of this chapter is to establish standards and requirements for ensuring that an electric utility and electricity suppliers operating in the District of Columbia meet an adequate level of quality and reliability in the electricity service provided to District of Columbia customers.

3600.2        This chapter shall apply to an electric utility company and electricity suppliers operating in the District of Columbia, subject to the authority of the Public Service Commission.

3601        **REPORTING REQUIREMENTS FOR SERVICE OUTAGES, MANHOLE INCIDENTS, AND POWER QUALITY COMPLAINTS**

3601.1        The electric utility shall report all major and non-major electricity service outages and manhole incidents, as well as incidents known to the electric utility that result in the loss of human life, personal injury requiring hospitalization, or service disruption directly or indirectly arising from or connected with the electric utility's maintenance or operation, that occur on the electric system within the District of Columbia to the Public Service Commission of the District of Columbia and to the Office of the People's Counsel of the District of Columbia.

3601.2        Upon notice of the incident, all major service outages shall be reported by telephone and e-mail to the Public Service Commission's Office of Engineering and to the Office of the People's Counsel as soon as practicable, but not later than one (1) hour after the utility has determined a major service outage had occurred.

3601.3        At a minimum, each telephone and e-mail report rendered by the utility subsequent to a major service outage shall state clearly the following information:

- (a)        The location of the service outage(s);
- (b)        The Ward(s) where the service outage(s) occurred;
- (c)        The total number of customers out of service;
- (d)        A preliminary assessment as to the cause of the service outage(s);
- (e)        The estimated repair and/or restoration time; and
- (f)        A notification that the incident has progressed to major service outage status as defined herein.

- 3601.4 During the course of a major service outage, the utility shall report periodically to the Public Service Commission's Office of Engineering and the Office of the People's Counsel regarding the status of the service outage and the utility's progress in restoration efforts. The frequency of such periodic updates to the Office of Engineering shall be jointly determined by the utility and the Office of Engineering at the start of the service outage and/or as modified during the course of the service outage. At a minimum, the utility shall provide an update to the Office of Engineering and to the Office of the People's Counsel prior to making any changes to its estimated restoration time.
- 3601.5 Specific restoration information, including estimated restoration times, shall be provided to District of Columbia customers by the utility's customer service representatives and by the utility's automated voice response unit.
- 3601.6 The utility shall report non-major service outages by telephone and e-mail to the Public Service Commission's Office of Engineering and the Office of the People's Counsel as soon as practicable upon notice of the incident, but no later than one (1) hour after the utility becomes aware of the incident.
- 3601.7 Notwithstanding the above:
- (a) The utility shall report a single customer service outage of more than eight (8) hours only upon verification that the service outage was caused by some event on the utility's side of the customer's meter; and
  - (b) No report need be filed if the single customer service outage was caused by some event on the customer's side of the meter.
- 3601.8 At a minimum, each telephone and e-mail report concerning a non-major service outage shall state clearly the following information:
- (a) The location of the service outage(s);
  - (b) The Ward(s) where the service outage(s) occurred;
  - (c) The total number of customers out of service;
  - (d) A preliminary assessment as to the cause of the service outage(s); and
  - (e) The estimated repair and/or restoration time.

- 3601.9 The utility shall report by telephone and e-mail all manhole incidents, including smoking manholes, manhole fires, and manhole explosions, to the Commission's Office of Engineering and the Office of the People's Counsel within thirty (30) minutes upon receiving notice of the incident.
- 3601.10 At a minimum, each telephone and e-mail report concerning a manhole incident shall state clearly the following information:
- (a) The location of the incident(s);
  - (b) The Ward(s) where the incident(s) occurred;
  - (c) The total number of customers out of service;
  - (d) A preliminary assessment as to the cause of the incident(s); and
  - (e) The estimated repair and/or restoration time.
- 3601.11 The utility shall report by telephone and e-mail all incidents that result in the loss of human life and/or personal injury requiring hospitalization, directly or indirectly arising from or connected with the electric utility's maintenance or operation, to the Commission's Office of Engineering and the Office of the People's Counsel within thirty (30) minutes upon receiving notice of the incident.
- 3601.12 At a minimum, each telephone and e-mail report concerning the loss of human life and/or personal injury requiring hospitalization shall state clearly the following information:
- (a) A description of the incident(s);
  - (b) The location of the incident(s);
  - (c) The Ward(s) where the incident(s) occurred;
  - (d) The total number of customers and/or persons affected;
  - (e) A preliminary assessment as to the cause of the incident(s); and
  - (f) The steps the electric utility will take to provide assistance.
- 3601.13 A written report concerning all non-major service outages and/or manhole incidents shall be submitted to the Commission and the Office of People's Counsel within five (5) days of the event occurrence.

- 3601.14 At a minimum, each written report concerning non-major service outages and/or manhole incidents shall state clearly the following information as applicable to the given incident:
- (a) A description of the service outage(s) and/or incident(s) and information as to the cause of the event(s);
  - (b) The location of the service outage(s) and/or incident(s);
  - (c) The Ward(s) where the service outage(s) or incident(s) occurred;
  - (d) The exact time of the service outage(s) or incident(s) occurrence;
  - (e) The actual repair and restoration times of the service outage(s) and/or incident(s);
  - (f) The duration of the service outage(s) and/or incident(s) in hours and minutes;
  - (g) The total number of customers affected by the service outage(s) and/ or incident(s);
  - (h) The number of manholes involved in the incident(s); and
  - (i) The classification of the manhole incident(s).
- 3601.15 Written reports concerning all incidents that result in the loss of human life and/or personal injury requiring hospitalization, directly or indirectly arising from or connected with the electric utility's maintenance or operation, shall be submitted to the Commission's Office of Engineering and the Office of the People's Counsel within five (5) days of receiving notice of the incident.
- 3601.16 At a minimum, each written report concerning the loss of human life and/or personal injury requiring hospitalization shall state clearly the following information:
- (a) A description of the incident(s) and information as to the cause of the event(s);
  - (b) The location of the incident(s);
  - (c) The Ward(s) where the incident(s) occurred;
  - (d) The exact time of the incident(s) occurrence;

- (e) The total number of customers and/or persons affected;
  - (f) The steps the electric utility took to provide assistance;
  - (g) The amount of time it took for assistance to arrive (if known); and
  - (h) The steps the electric utility will undertake to prevent such an occurrence in the future.
- 3601.17 The utility shall provide a detailed report on all non-major service outages, manhole incidents, and/or incidents that result in the loss of human life and/or personal injury requiring hospitalization, to the Productivity Improvement Working Group ("PIWG") every quarter.
- 3601.18 The utility shall file a written report concerning all major service outages with the Public Service Commission and the Office of People's Counsel within three (3) weeks following the end of a major service outage.
- 3601.19 At a minimum, each written report concerning a major service outage shall state clearly the following information:
- (a) The date and time when the major service outage started, and the date and time when the major service outage ended;
  - (b) The date and time when the restoration effort started, and the date and time when the restoration effort ended;
  - (c) The date and time when the maximum number of customers were experiencing a sustained interruption and the total number of customers affected at that time (both on a system-wide basis and for the District of Columbia only);
  - (d) The total number of customers that experienced a sustained interruption given in one hour intervals throughout the major service outage (both on a system-wide basis and for the District of Columbia only);
  - (e) The total number of customer interruption durations (converted into hours) during the major service outage (both on a system-wide basis and for the District of Columbia only);
  - (f) Any information concerning requests made for outside assistance, including the organization(s) to which such requests were made, the date and time of the requests, and the resources requested;



- (g) Any information concerning outside assistance received, including the organization(s) that provided personnel, the date(s) and time(s) of personnel arrivals and departures, the number of and types of vehicles provided, the total number of personnel received, the total number of personnel assigned to primary overhead line crews, the total number of personnel assigned to secondary overhead line crews, the total number of personnel assigned to tree trimming crews, the total number of personnel assigned to primary underground line crews, the total number of personnel assigned to secondary underground line crews, and the total number of personnel assigned to substation crews;
- (h) Any information concerning the utility's own personnel and resources used in restoration efforts, including the total number and types of vehicles used, the total number of utility personnel involved in the restoration effort, the number of personnel assigned to primary overhead line crews, the total number of personnel assigned to secondary overhead line crews, the total number of personnel assigned to damage assessment crews, the total number of personnel assigned to tree trimming crews, the total number of personnel assigned to primary underground line crews, the total number of personnel assigned to secondary underground line crews, the total number of personnel assigned to substation crews, and the total number of personnel assigned to other supporting activities;
- (i) Any information concerning customer communications, including the hourly call volumes (specifically identifying the total number of customer calls received and the total number of calls answered by the utility during each hour of the service outage), the hourly staffing numbers (specifically identifying the total number of customer service representatives logged into the call center and supporting phone systems actively taking or waiting to take customer calls), and the telephone service factor provided on an hourly basis during the entire duration of the service outage (specifically identifying the percentage of answered calls that were answered within a 60-second timeframe);
- (j) The total number of customers interrupted and the customer interruption durations (converted into hours) caused by each of the following: fallen tree or tree limb, fallen or broken pole, lightning damage, ice accumulation on conductors, and any other major causes (both on a system-wide basis and for the District of Columbia only);

- (k) The total number of each of the following occurring as part of the restoration efforts: the number of poles replaced, the number of distribution transformers replaced, the number of fuses replaced, the number of downed wires, the number and location of substations where equipment was damaged, the number of cross-arms issued for replacement, and the total length (in feet) of secondary and primary wires replaced or issued for replacement (both on a system-wide basis and for the District of Columbia only);
  - (l) Any issues concerning the availability of materials that affected restoration progress and a description of the emergency measures taken to resolve such issues;
  - (m) A self-assessment of the utility's restoration efforts in the District of Columbia;
  - (n) The total number of customers, and percent of all customers, restored given in one hour intervals throughout the major service outage restoration effort (both on a system-wide basis and for the District of Columbia only); and
  - (o) An analysis, based upon the availability of the data and all other surrounding circumstances, of the utility's performance in its current restoration efforts as compared to its past restoration efforts, taking into account all relevant factors, such as the severity of the current major service outage in terms of the percent of customers affected on a system-wide or local basis.
- 3601.20 The utility shall submit a written report to the Commission on its Outage Management System's ("OMS") actual performance during the major service outage within thirty (30) days after restoration efforts are completed.
- 3601.21 The utility shall record the number of power quality complaints received, the types of complaints received, the results of any subsequent investigations and the corrective actions taken, and the time it took to resolve the customer's problem.
- 3601.22 Power quality problems shall include, but shall not be limited to disturbances such as voltage spikes or transients, flicker and voltage sags, surges and short-time over-voltages, as well as harmonics and noise.
- 3601.23 The utility shall report on its Section 3601.21 records every six (6) months. The report shall be submitted to the Commission forty-five days following the reporting period, starting with the six (6) month reporting

period following the EQSS's adoption in Title 15 of the District of Columbia Municipal Regulations (DCMR).

- 3601.24 The report submitted pursuant to Section 3601.23 shall exclude complaints resolved by the initial response of a trouble crew.

3602 **CUSTOMER SERVICE STANDARDS**

- 3602.1 The electric utility shall maintain a customer service (walk-in) office physically located in the District of Columbia.
- 3602.2 The electric utility shall answer seventy (70) percent of all customer phone calls received within thirty (30) seconds and shall maintain records delineating customer phone calls answered by a utility representative or an automated operator system. The electric utility shall measure and report on the average customer wait time of a customer transferred from an automated operator system to a utility representative.
- 3602.3 The utility's statistics concerning customer calls answered shall exclude calls made during periods of major telecommunication failures, periods of labor disruptions and periods of major service outage.
- 3602.4 If the utility fails to meet the Section 3602.2 standard, it shall be required to develop a corrective action plan.
- 3602.5 The corrective action plan shall describe the cause(s) of the utility's non-compliance with Section 3602.2, describe the corrective measure(s) to be taken to ensure that the standard is met or exceeded in the future, and set a target date for completion of the corrective measure(s).
- 3602.6 Progress on current corrective action plans shall be included in the utility's annual Consolidated Report.
- 3602.7 The utility shall report the actual call center performance during the reporting period in the annual Consolidated Report of the following year.
- 3602.8 The utility shall maintain a call abandonment rate below ten (10) percent.
- 3602.9 The utility's call abandonment statistics shall exclude calls made during periods of major telecommunication failures, periods of labor disruption and periods of major service outage.
- 3602.10 If the utility fails to meet the standard set in Section 3602.8, it shall be required to develop a corrective action plan.

- 3602.11 The corrective action plan shall describe the cause(s) of the utility's non-compliance with Section 3602.8, describe the corrective measure(s) to be taken to ensure that the standard is met or exceeded in the future, and set a target date for completion of the corrective measure(s).
- 3602.12 Progress on any current corrective action plans will be included in the utility's annual Consolidated Report.
- 3602.13 The utility shall report the actual performance obtained during the reporting period in the annual Consolidated Report of the following year.
- 3602.14 The utility shall complete installation of new residential service requests within ten (10) business days of the start date for the new installation.
- 3602.15 The start date for new installations shall be designated as the first business day after all of the following events have taken place;
- (a) The customers' valid billing information is received;
  - (b) The site is ready for service (cleared, graded, staked, etc.);
  - (c) The service connection fee is paid;
  - (d) The electrical inspection is received;
  - (e) The security deposit is paid;
  - (f) All mainline primary and transformers are installed;
  - (g) Any required public space excavation is completed;
  - (h) Any delays due to weather emergencies do not intervene;
  - (i) All right-of-way and permits are obtained; and
  - (j) In the case of net metering facilities, all the applicable contract terms and conditions are met.
- 3602.16 The utility shall regularly report on its performance pursuant to Section 3602.14 every six (6) months. The report shall be submitted to the Commission forty-five (45) days following the reporting period, starting with the six (6) month reporting period following the EQSS' adoption in Title 15 of the DCMR.
- 3602.17 After four (4) Section 3602.16 reports have been submitted, the frequency of the reporting may be changed by the Commission.

- 3602.18 The Section 3602.16 report shall clearly state the total number of new residential service installation requests received during the relevant reporting period, and of the new residential installation service requests received, the percentage of new residential service connections that were completed in accordance with Section 3602.14.
- 3602.19 If the utility fails to meet the standard set in Section 3602.14, it shall be required to develop a corrective action plan.
- 3602.20 The corrective action plan shall describe the cause(s) of the utility's non-compliance with Section 3602.14, describe the corrective measure(s) to be taken to ensure that the standard is met or exceeded in the future, and set a target date for completion of the corrective measure(s).
- 3602.21 Progress on any current corrective action plans will be included in the utility's annual Consolidated Report.
- 3602.22 The utility shall report the actual performance obtained during the reporting period in the annual Consolidated Report of the following year.

**3603 RELIABILITY STANDARDS**

- 3603.1 The electric utility shall implement a plan to improve the performance of the two (2) percent least performing feeders such that no feeder in the two (2) percent least performing group shall repeat as a member of the two (2) percent least performing feeders following implementation of the plan.
- 3603.2 Individual feeder performance shall be determined using the utility's composite performance index.
- 3603.3 If the utility fails to comply with Section 3603.1, it shall be required to develop a corrective action plan.
- 3603.4 The corrective action plan shall clearly describe the cause(s) of the utility's non-compliance with Section 3603.1 (including an explanation as to why a particular feeder has remained on the list after the implementation of the plan in 3603.1), describe the corrective measure(s) to be taken to ensure that the standard is met or exceeded in the future, and provide a target date for completion of the corrective measure(s).
- 3603.5 The utility shall report on the progress of the corrective action plan in the Annual Consolidated Report submitted to the Commission.

- 3603.6 The utility shall continue the current reporting of the worst performing (lowest two (2) percent) feeders (utility methodology) and corresponding corrective action plans, with the action taken in year 1 and the subsequent performance in year 2 in the annual Consolidated Report.
- 3603.7 The utility shall complete service restoration within twenty-four (24) hours following a non-major service outage.
- 3603.8 The utility shall report on the number and percentage of non-major service outages that extend beyond the twenty-four (24) hour standard and the reasons each such outage extended beyond the twenty-four (24) hour standard.
- 3603.9 The report drafted pursuant to Section 3603.8 shall be included in the annual Consolidated Report on reliability data.
- 3603.10 The utility shall not exceed the benchmark levels established for the following indices: System Average Interruption Frequency Index (SAIFI), System Average Interruption Duration Index (SAIDI), and Customer Average Interruption Duration Index (CAIDI).
- 3603.11 The benchmark levels for SAIFI, SAIDI, and CAIDI shall be calculated as follows:
- (a) For 2006, the benchmark calculations shall take into account three (3) full years (2003-2005) of the utility's OMS data;
  - (b) For 2007, the benchmark calculations shall take into account four (4) full years (2003-2006) of the utility's OMS data;
  - (c) Thereafter, five (5) full years of OMS data shall be used in calculating the benchmarks;
  - (d) The calculations shall exclude OMS data from major event days consistent with the I.E.E.E. 1366, Guide for Electric Power Distribution Reliability Indices standard as approved and as may be revised;
  - (e) The utility shall calculate its SAIFI, SAIDI, and CAIDI for each year in accordance with the requirements established in Sections 3603.11(a)-(c);
  - (f) The utility shall calculate the average and standard deviation for each of the SAIFI, SAIDI and CAIDI calculations; and

- (g) The benchmark shall be calculated by adding two (2) standard deviations to the average value.

3603.12 Applying the Section 3603.11 methodology, the SAIFI, SAIDI and CAIDI benchmarks for 2006 shall be as follows:

- (a) SAIFI = 1.09;
- (b) SAIDI = 3.52 hours; and
- (c) CAIDI = 3.72 hours.

3603.13 The SAIFI, SAIDI and CAIDI benchmarks shall be reset annually using a rolling five (5) year average.

3603.14 If the utility fails to comply with Section 3603.10, it shall be required to develop a corrective action plan.

3603.15 The corrective action plan shall clearly describe the cause(s) of the utility's deterioration in performance and failure to comply with Section 3603.10, describe the corrective measure(s) to be taken to ensure that the standard is met or exceeded in the future, and provide a target for completion of the corrective measure(s).

3603.16 The utility shall report on the progress of the corrective action plan in the annual Consolidated Report submitted to the Commission.

3603.17 The utility shall also, per the orders of the Commission, continue current requirements of reporting annual reliability indices of SAIFI, SAIDI and CAIDI (with and without major events) in the annual Consolidated Report of the following year.

#### 3604 **BILLING ERROR NOTIFICATION**

3604.1 The electric utility and all electricity suppliers must inform the Commission's Office of Engineering and the Office of the People's Counsel when a billing error has affected 100 or more customers or the number of affected customers is equal to or more than two (2) percent of the electric utility's or electricity supplier's customer base (whichever is less). The electric utility and electricity suppliers with a customer base of less than 100 customers shall report errors when two (2) or more customers are affected.

3604.2 The electric utility and all electricity suppliers shall file an initial billing error notification within one (1) business day of discovering or being notified of the error. After submitting the initial notification, the electric

utility and electricity suppliers must submit a follow-up written report within fourteen (14) calendar days and a final written report within sixty (60) calendar days.

3604.3 The initial billing error notification shall be sent by electronic mail to the Commission's Office of Engineering and to the Office of the People's Counsel.

3604.4 The initial billing error notification shall contain the following information:

- (a) The type(s) of billing error(s) found;
- (b) The date and time the billing error(s) was discovered;
- (c) How the electric utility or electricity supplier discovered the error(s); and
- (d) The approximate number of customers affected.

3604.5 The follow-up written report shall contain the following information:

- (a) The type(s) of billing error(s);
- (b) The date and time of the billing error(s);
- (c) The number of customers affected;
- (d) The cause of the error and status of any and all corrective action(s) taken; and
- (e) The timeline for completing any and all other required corrective action(s), which must include the provision of refunds and/or credits, no later than 60 days after the billing error(s) was discovered, as necessary to correct the billing error(s).

3604.6 The final written report shall contain the following information:

- (a) The type(s) of billing error(s);
- (b) The date and time of billing error(s);
- (c) The number of customers affected and the dollar amount involved;
- (d) The duration of the billing error(s);



(e) The corrective action(s) and preventative measure(s) taken; and

(f) The lessons learned, if any.

3604.7 Upon receipt of the final written report, the Commission shall determine whether any further investigation is necessary.

3605 **WAIVER**

3605.1 The Commission may, upon request with good cause shown, or on its own, waive any provisions of Chapter 36 of this title.

3699 **DEFINITIONS**

3699.1 When used in this chapter, the following terms and phrases shall have the meaning ascribed:

**Abandoned Calls** – a call received from a customer that a customer terminates after the customer selects the menu option and is placed in the queue, but before the call is answered by the utility customer representative or any other automated response system.

**Call Abandonment Rate** – the annual number of calls to the utility's call center or business office that were abandoned, divided by the total number of calls that the company received.

**Call Answering** – a process whereby a utility representative, voice response unit, or other automated operator system is ready to render assistance or ready to accept information necessary to process a customer's call. An acknowledgement that the customer is waiting on the line does not constitute an answer.

**Composite Performance Index (CPI)** – a measure of feeder performance that combines, in a single number, four measures of distribution feeder performance: (1) number of interruptions, (2) number of customer hours of interruption, (3) system average frequency of interruption, and (4) system average interruption duration.

**Customer Average Interruption Duration Index (CAIDI)** – a performance index that measures the average time required to restore service to the average customer experiencing a sustained interruption per sustained interruption. The measure is calculated by dividing the sum of all customer interruption durations (converted into hours) by the total number of customer sustained interruptions.

**Electric Utility (or Utility)** – the company that provides electric distribution service and is regulated by the Public Service Commission of the District of Columbia.

**Electricity Supplier** – a person, including an aggregator, broker, or marketer, who generates electricity; sells electricity; or purchases, brokers, arranges or, markets

electricity for sale to customers. The term excludes the following: (A) building owners, lessees, or managers who manage the internal distribution system serving such building and who supply electricity solely to occupants of the building for use by the occupants; (B)(I) any person who purchases electricity for its own use or for the use of its subsidiaries or affiliates; or (II) any apartment building or office building manager who aggregates electric service requirements for his or her building(s), and who does not: (i) take title to the electricity; (ii) market electric services to the individually-metered tenants of the building; or (iii) engage in the resale of electric services to others; (C) property owners who supply small amounts of power, at cost as an accommodation to lessors or licensees of the property; and (D) a consolidator.

**Interruption duration** – the period of time, truncated or rounded to the nearest minute, during which a sustained interruption occurs.

**Major service outages** – customer interruption occurrences and durations during time periods when 10,000 or more of the electric utility's District of Columbia customers are without service and the restoration effort due to this major service outage takes more than twenty-four (24) hours.

**Manhole fire** – incident in which flame is visible at holes in the manhole cover or around the cover's edge and the cover remains seated in its frame.

**Manhole explosion** – incident in which a release of energy from the manhole occurs and one or more manhole covers are dislodged from their respective frames, or other debris, such as cement or dirt, is projected into the air.

**Momentary interruption** – loss of electric service of a duration limited to the time required to restore electric service by automatic and supervisory-controlled switching operation or by manual switching at a location where an operator is immediately available. If the automatic, supervisory-controlled or manual switching is not completed within five (5) minutes of the initial loss of service, the interruption is considered a sustained interruption.

**Non-major service outages** – customer service outages caused by the failure of devices such as breakers, fuses, feeder lines, substation equipment, etc., lasting over eight (8) hours, regardless of how many customers are affected; or customer service outages affecting over 100 but less than 10,000 customers, regardless of duration.

**Outside assistance** – resources not routinely used by a utility for service restoration. Resources transferred among utility operating areas are not considered outside assistance.

**Power quality** – the characteristics of electric power received by the customer, with the exception of sustained interruptions and momentary event interruptions. Characteristics of electric power that detract from its quality include waveform irregularities and voltage variations, either prolonged or transient.

**Smoking manhole** – a manhole incident in which smoke, but no visible flame, is escaping from holes in the cover or around the cover's edge.

**Sustained interruption** – loss of electric service not classified as a momentary interruption.

**System Average Interruption Duration Index (SAIDI)** – a performance index that measures the average time customers are interrupted and is calculated by dividing the sum of all customer interruption durations (converted into hours) by the total number of customers served.

**System Average Interruption Frequency Index (SAIFI)** – a performance index that measures the average frequency of interruptions per customer and is calculated by dividing the total number of customer sustained interruptions by the total number of customers served.

**Telephone service factor** – the percentage of calls answered within a specified amount of time. For example, if the service level time is set at thirty (30) seconds and 70 percent of calls are answered in less than 30 seconds, then the telephone service factor is 70.

4. Additional copies of the final rules may be obtained by writing Dorothy Wideman, Commission Secretary, Public Service Commission of the District of Columbia, 1333 H Street, N.W., 2<sup>nd</sup> Floor, West Tower, Washington, DC 20005. The final rules are also accessible on the Commission's website at [www.dcpssc.org](http://www.dcpssc.org).